

January 8, 2003

Re: Medical Dispute Resolution
MDR #: M2-03-0369-01
IRO Certificate No.: IRO 5055

Dear:

In accordance with the requirement for TWCC to randomly assign cases to IROs, TWCC assigned your case to ____ for an independent review. ____ has performed an independent review of the medical records to determine medical necessity. In performing this review, ____ reviewed relevant medical records, any documents provided by the parties referenced above, and any documentation and written information submitted in support of the dispute.

The independent review was performed by a matched peer with the treating health care provider. Your case was reviewed by a physician who is Board Certified in Chiropractic Medicine.

I am the Secretary and General Counsel of ____ and I certify that the reviewing physician in this case has certified to our organization that there are no known conflicts of interest that exist between him and any of the treating physicians or other health care providers or any of the physicians or other health care providers who reviewed this case for determination prior to referral to the Independent Review Organization.

We are simultaneously forwarding copies of this report to the payor and the Texas Workers' Compensation Commission. This decision by ____ is deemed to be a Commission decision and order.

Clinical History:

The claimant is a 48-year-old female with carpal and cubital tunnel syndrome as a result of work-related repetitive trauma. She has undergone four surgeries related to her hands and still has high levels of chronic pain.

Disputed Services:

Psychiatric exam, five sessions of interactive psychotherapy, and biofeedback.

Decision:

The reviewer disagrees with the determination of the insurance carrier. The reviewer is of the opinion that the treatments and procedures in question are medically necessary in this case.

Rationale for Decision:

These requested treatments and procedures might possibly benefit the patient and address her chronic pain complaints. She has undergone multiple treatments over a considerable period of time, including two surgeries in 2000, and two surgeries in 2001, to address her cubital and carpal tunnel bilaterally. Some procedures were done twice on the same extremity.

She has had change in her job status and her activities of daily living, but continues to assert that these serious stress symptoms and chronic pain are due to her injury. Her pain level remains at an average of 8 on a scale of 1 to 10. These treatments have not seemed to improve her condition; therefore, the proper psychological exam, interactive psychotherapy and biofeedback should give her a chance to address the chronic pain and be able to better deal with her stress.

YOUR RIGHT TO REQUEST A HEARING

Either party to this medical dispute may disagree with all or part of this decision and has a right to request a hearing.

If disputing a spinal surgery prospective decision a request for a hearing must be in writing and it must be received by the TWCC Chief Clerk of Proceedings within ten (10) days of your receipt of this decision (28 Tex. Admin. Code 142.5©).

If disputing other prospective medical necessity (preauthorization) decisions a request for a hearing must be in writing and it must be received by the TWCC Chief Clerk of Proceedings within twenty (20) days of your receipt of this decision (28 Tex. Admin. Code 148.3).

This Decision is deemed received by you **five (5) days** after it was mailed (28 Tex. Admin. Code 102.4(h) or 102.5 (d)). A request for a hearing should be sent to:

Chief Clerk of Proceedings
Texas Workers' Compensation Commission
P.O. Box 40669
Austin, TX 78704-0012

A copy of this decision should be attached to the request. The party appealing the decision shall deliver a copy of its written request for a hearing to all other parties involved in the dispute.

I hereby verify that a copy of this Independent Review Organization (IRO) Decision was sent to the carrier, the requestor and claimant via facsimile or U.S. Postal Service from the office of the IRO on January 8, 2003.

Sincerely,